

ESTHER KING'ORI.

Nairobi, Kenya|Tel: +254 790 093 833|kingestherw@gmail.com

EDUCATION

Thika Technical Training Institute Thika, Kiambu. *Diploma in Information Communication and Technology (from 2022 to 2025)*

South Tetu Girls High School. Mukurweini, Nyeri. *From 2018 to 2022.*

WORK EXPERIENCE

Nyayo House (Communication and ICT department.) Nairobi, Kenya. *ICT Support Intern September 2024-December 2024.*

- Handled outgoing and incoming calls at the communications desk, transferring calls accurately and professionally to respective departments. Did passport tracking via E-passport system.
- Provided first-level ICT support by assisting staff with basic troubleshooting of computers and printers.
- Participated in network maintenance tasks including cable management and checking connectivity issues.
- Helped set up and maintain hardware such as desktops and office equipment. • Supported software tasks like typing, formatting documents, and printing official letters.
- Observed and participated in minor technical fixes under the guidance of senior officers.
- Contributed to the internal communication systems by helping route calls and transfer messages.
- Shadowed ICT officers during department support visits to gain hands-on experience.

Thika Law Courts(Small Claims Registry). Thika, Kiambu. *Court Registry and ICT Support Intern. September 2023 – December 2023.*

- Handled printing and preparation of new cases, ensuring accuracy and timeliness. • Drafted and sent official email notifications to advocates informing them of upcoming case mentions and court dates.
- Updating case progresses and status using the Judicial Case Tracking System, helping maintain accurate digital records and reduce delays in court processes.
- Organized, sorted and filed physical documents systematically, making retrieval of files for court use efficient and error free.
- Installed antivirus software on computers across various departments to enhance cybersecurity and protect systems from malware.
- Set up new desktop computers and ensured proper installation of necessary software

and hardware components.

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- Assisted in routine software updates and patch management to maintain system efficiency and security compliance.
- Helped troubleshoot minor ICT issues including printer errors such as paper jams and replacing of toners, network connectivity and system slowdowns.

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, PowerPoint) |HTML & CSS|Digital File Management|Communication skills|Teamwork and collaborations.|Software Installations |Technical Troubleshooting

Interests: Art and painting, Fashion and styling,Community volunteering,Event planning,Travelling,Technology and Gadgets.